

Taylorsville Community Development Department Neighborhood Compliance Program

Neighborhood Compliance Program

It is our goal to preserve and enhance existing commercial and residential areas as quality areas to live and shop, and to provide a quality living environment for the citizens of Taylorsville by ensuring the regulation of nuisance codes and zoning ordinances. Without a systematic and comprehensive code enforcement program, compliance issues can lead to reduced property values, diminished quality of life, increased crime and neighborhood disinvestment. The Taylorsville Community Development Department believes that it is important to have a comprehensive code enforcement program that will help to ensure long term viability and livability of Taylorsville neighborhoods while not appearing to be an inappropriate governmental intrusion into people's lives.

Mission Statement:

The Neighborhood Compliance Program will serve the City of Taylorsville by enforcing City codes and zoning ordinances fairly, with consistency, understanding, and empathy.

Neighborhood Compliance Program:

1. Identify target neighborhoods. The Community Development Department will work with elected officials, the Police Department, the Health Department and other applicable agencies to identify target areas for concentrated enforcement activities. Target areas would be those with multiple serious ordinance violations and other significant neighborhood issues that are possibly on the brink of considerable neighborhood decay unless significant efforts are made to reverse the trend. Specific criteria for identifying target neighborhoods will be developed.

Once established, neighborhood groups from the identified neighborhoods should be established to help determine unique problems within the vicinity.

2. Educate. This facet of the program seeks to educate the public concerning city codes as well as help residents understand what resources may be available to them if they do have a problem in their neighborhood.

- Information forms. Additional information forms will be created that indicate how to seek help for various neighborhood problems (animal control, neighborhood compliance issues, drug houses, illegal business activities, etc.),
- Booth at Taylorsville Dayzz. The Community Development Department could sponsor a table at Taylorsville Dayzz to facilitate more one on one dialog with Taylorsville residents about the *Neighborhood Compliance Program* as well as other development issues.
- Website. Further develop the *Help Desk* and/or Community Development Department website to help citizens identify and report neighborhood issues.
- Newsletter. Continue to publish articles concerning relevant code enforcement items in the Taylorsville newsletter. An article that relates to ordinance enforcement should be included in virtually every newsletter. An article specifically stressing the importance of code enforcement and why the City conducts code enforcement activity should appear periodically in the newsletter.

3. Code enforcement. The Community Development Department will conduct code enforcement activities based on the following criteria:

- **Formal or informal complaints from the public.**
 - i. Phone calls
 - ii. Letters
 - iii. Drop ins

- iv. Help Desk inquiries
- v. Complaint forms/post cards (see part 3c below)
- **Observations by City Planners.** City Planners will watch for serious and obvious code violations while conducting routine duties within their respective districts.
- **Reports from staff and service providers.** Staff members and contract service providers spend a considerable amount of their time on City streets and often observe significant ordinance violations. The Community Development Department will create complaint forms for staff members (building inspectors, public works inspectors, police dept., etc.) and service providers (public works, animal control, etc.) to report serious ordinance violations during the course of their normal duties.
- **Systematic annual review of every street in the City.** Once a year all streets will be reviewed by a City Planner to look for extreme and particularly severe ordinance violations. This will ensure that no serious violations go unabated because the location is off the “beaten path”, no one has complained, or the applicable planner has never had cause to visit the vicinity. This annual review will only look for serious offenses and will not focus on minor violations of the code.

Upon receiving a complaint and verifying an ordinance violation, the planner will look for similar violations in the immediate area to avoid selective enforcement.

4. **Recognition.** In addition to recognizing problems in the City, we would also like to recognize properties and property owners who are doing an outstanding job
 - **Beautiful City Program.** This is a monthly program that could be coordinated by the Planning Department (perhaps in conjunction with LARP) that would recognize outstanding properties (residential or commercial) in the City by presenting a professional photograph and plaque by the Mayor and Council at a City Council meeting and displayed at City Hall for a period of one month. At the end of the month the photo/plaque would be given to the award winner. Properties that would qualify for this award would be those with beautifully landscaped yards or areas that have had significant beautification of a property with previous code violations.
 - Participate in the annual awards banquet. The CD Dept. could nominate an award winner at the annual awards banquet to recognize an exceptional development or other contribution which beauties the community.
 - Aggressively promote our streetscape policy and any other civic improvement program.
5. **Offer solutions.** An important element of the neighborhood compliance program is that the City isn't looking to punish and condemn ordinance violators. Instead it is our objective to get violations resolved and improve neighborhood situations. With that said, our program wants to offer solutions and strategies to code enforcement issues not just identify violations. For example the Department could coordinate with the Sanitation Department to have dumpsters temporarily located in target areas during concentrated enforcement activities; coordinate a volunteer program to match volunteers with elderly or disabled residents who can't shovel their sidewalks or take care of weedy locations; and develop information sheets that provide information on the dumpster programs, hazardous waste disposal, assistance programs, etc. that we can mail out with courtesy notices.